Can You Change an American Airlines Flight Booked Through Expedia, Google Flights, or a Travel Agent? Third-Party Booking Change Policy Explained

Who Handles Your Change, When to Call AA Directly, When the OTA Must Process, and How to Avoid Getting Stuck Between Two Customer Service Desks

Call **+1 ◆ 855 ◆ 235 ◆ 0024** if you need to change an American Airlines flight booked through Expedia, Booking.com, Google Flights, Kayak, Priceline, a corporate travel agency, or any other third party. In most cases, American Airlines can process your change directly — regardless of where you purchased the ticket — because the ticket was issued on AA 001 stock. Agents at **+1 ◆ 855 ◆ 235 ◆ 0024** access the same reservation system whether you booked on aa.com or through a third party.

The most common frustration with third-party changes: being bounced between the airline and the booking site, each saying "call the other one." This guide explains exactly who handles what, which channel to use for each type of change, and how to avoid the customer service runaround.

Third-Party Booking Change — Call AA Directly

+1 ◆ 855 ◆ 235 ◆ 0024

AA Handles It If ticket is on AA 001 stock, AA processes the change.

Faster Than OTA AA phone wait is 15-30 min vs OTA 60-180+ min.

Same Policy Same no-change-fee policy regardless of booking channel.

Skip the Runaround Call {PHONE} directly — avoid the OTA-to-airline loop.

Who Handles Your Flight Change — American Airlines or the Booking Site?

Your Booking Channel	Who Handles Changes?	Recommended Action
Expedia	AA can process directly (AA 001 stock)	Call {PHONE} — faster than Expedia CS
Booking.com	AA can process directly	Call {PHONE} directly
Google Flights	Depends — Google routes to airline or OTA	Call {PHONE} with AA confirmation #
Kayak / Priceline	AA can process directly	Call {PHONE} directly
CheapOair / OneTravel	May restrict — try AA first	Call {PHONE}; if refused, call OTA
Corporate travel agency (TMC)	Agency or AA	Call agency first; {PHONE} as backup
AMEX Travel / Chase Travel	AA can process directly	Call {PHONE} or card travel desk
Hotwire / opaque booking	OTA must handle	Call OTA — opaque fares need OTA processing
AA Vacations package	AA Vacations desk	Call {PHONE} → select AA Vacations
Direct on aa.com	AA handles everything	Call {PHONE} or change on aa.com

The rule of thumb: if your ticket number starts with 001 (AA stock), American Airlines can process the change. Call **+1 ◆ 855 ◆ 235 ◆ 0024** with your AA confirmation number (6-character PNR) — not the OTA booking reference — and the agent handles it. The same no-change-fee policy applies regardless of where you booked.

Why Is Calling AA Directly Usually Faster Than Calling the OTA?

Factor	Call AA at {PHONE}	Call OTA (Expedia, etc.)
Average hold time	15-30 minutes	60-180+ minutes
Agent expertise	AA-trained — knows fare rules, waiver codes, partner systems	General — handles multiple airlines
System access	Direct AA reservation system	GDS or API — may lag behind AA system
Change processing speed	Real-time — change confirmed instantly	May queue for processing — confirmation delayed
Fare difference accuracy	Real-time AA pricing	May show cached/delayed pricing
Partner segment handling	Full capability	Limited — may not access partner changes
Weather waiver application	Direct TNADV code access	May not have waiver code capability
After-hours availability	24/7 at {PHONE}	Varies — some OTAs have limited hours

During peak travel periods and weather events, OTA hold times can exceed 3 hours while AA hold times at **+1 ◆ 855 ◆ 235 ◆ 0024** are typically under 30 minutes. Calling AA directly is almost always faster and more reliable for flight changes on AA-stock tickets.

What If the OTA Says "Contact the Airline" and AA Says "Contact Your Travel Agency"?

1

Check Your Ticket Stock Number

Find the 13-digit ticket number in your booking confirmation email. If it starts with 001 — AA stock — call +1 ◆ 855 ◆ 235 ◆ 0024 and insist: 'This ticket is on AA 001 stock. Please process the change directly.'

2

Use the AA Confirmation Number, Not the OTA Reference

OTA booking references are different from AA PNRs. Find the 6-character AA confirmation in your email (labeled 'airline confirmation' or 'record locator'). Provide THIS to the agent at +1 ◆ 855 ◆ 235 ◆ 0024.

3

If the AA Agent Defers to the OTA

Say: 'The OTA told me to contact the airline. My ticket is on AA 001 stock. Can you apply the change? I have been bounced between both and need resolution.' Most agents will process when they understand the situation.

4

Request a Supervisor If Still Stuck

Both the OTA and AA have supervisors with override authority. Call +1 ◆ 855 ◆ 235 ◆ 0024 and request a supervisor if the frontline agent cannot process. Supervisors handle third-party ticket changes regularly.

5

Document the Runaround

Note agent names, reference numbers, and what each party said. If neither will process, file a DOT complaint — airlines are required to process changes on their own ticket stock.

Does the Same Change Policy Apply to Third-Party Bookings?

Yes — the same American Airlines change policy applies regardless of booking channel:

Policy	Booked on aa.com	Booked on Expedia/OTA	Difference?
Change fee	$0 (Main Cabin+)	$0 (Main Cabin+)	No difference
Fare difference	Applies if new fare higher	Applies if new fare higher	No difference
Basic Economy changes	Not allowed	Not allowed	No difference
Same-day change/standby	Free (Main Cabin+)	Free (Main Cabin+)	No difference
24-hour cancellation	Free — DOT rule	Free — DOT rule	No difference*
eCredit cancellation	Issued by AA	Issued by AA (AA stock)	No difference
Weather waiver	Agent applies TNADV	Agent applies TNADV	No difference

*Some OTAs charge their own service fees for changes — separate from and on top of the airline's policy. If the OTA charges a fee for a change that AA processes free, call **+1 ◆ 855 ◆ 235 ◆ 0024** directly to bypass the OTA fee.

Common Questions About Changing Third-Party AA Bookings

Can you change an Expedia-booked AA flight by calling American Airlines directly?

Yes — if the ticket is on AA 001 stock (which most are). Call +1 ◆ 855 ◆ 235 ◆ 0024 with your AA confirmation number (not the Expedia reference). The agent processes the change with the same no-fee policy. Typically faster than calling Expedia.

Does Expedia charge a fee on top of AA's change policy?

Expedia should not charge additional fees for airline-allowed free changes. If Expedia quotes a fee for a change that AA processes free, call +1 ◆ 855 ◆ 235 ◆ 0024 directly — AA processes at $0. The OTA fee does not apply when AA handles the change.

What if AA says "contact your travel agency" for a third-party booking?

Say: "My ticket is on AA 001 stock. The OTA directed me to contact the airline. Can you process the change directly?" If the agent still declines, request a supervisor at +1 ◆ 855 ◆ 235 ◆ 0024. Supervisors handle third-party stock changes.

Does the 24-hour cancellation rule apply to third-party bookings?

Yes — DOT rule covers all US airline bookings regardless of channel. The cancellation may need to go through the booking channel. Try +1 ◆ 855 ◆ 235 ◆ 0024 first — if AA cannot process, contact the OTA within the 24-hour window.

How do you find your AA confirmation number from a third-party booking?

Check your booking confirmation email for "airline confirmation," "record locator," or "PNR" — a 6-character code. If you cannot find it, call +1 ◆ 855 ◆ 235 ◆ 0024 with your name and flight details — the agent looks it up.

Can you use the AA app to change a third-party booking?

Yes — add your AA confirmation number to the AA app under My Trips. Simple changes may work. Complex changes (partner segments, eCredits) should be processed by calling +1 ◆ 855 ◆ 235 ◆ 0024.

What about travel agency bookings with TMC or SATO?

Travel agency bookings may have contractual restrictions requiring changes through the agency. Try your agency first. If they cannot process urgently, call +1 ◆ 855 ◆ 235 ◆ 0024 as backup — AA can handle AA-stock tickets from any source.

Do weather waiver benefits apply to third-party bookings?

Yes — weather waivers apply to the ticket, not the booking channel. Call +1 ◆ 855 ◆ 235 ◆ 0024 to apply the TNADV waiver code. The OTA may not have waiver code capability — calling AA directly is more reliable.

Your Third-Party Booking Change Checklist

Find your AA confirmation number (6-character PNR) — not the OTA booking reference.

Check your ticket number — if it starts with 001, AA handles the change.

Call **+1 ◆ 855 ◆ 235 ◆ 0024** first — faster, more reliable, same $0 fee policy.

If AA defers to OTA: say "ticket is on AA 001 stock — please process directly."

If both refuse: request supervisor at **+1 ◆ 855 ◆ 235 ◆ 0024** — supervisors have override authority.

OTA charging a fee? Call **+1 ◆ 855 ◆ 235 ◆ 0024** instead — AA processes the same change at $0.

Weather waiver? Always call **+1 ◆ 855 ◆ 235 ◆ 0024** — OTAs often cannot apply TNADV waiver codes.

Keep your OTA booking reference AND AA PNR handy — you may need both.

Ready to Book Your Group on American Airlines?

+1 ◆ 855 ◆ 235 ◆ 0024

American Airlines Group Travel Desk — Available Mon-Fri 7AM-10:30PM CT, Sat-Sun 7AM-8PM CT

Third-party booking change information reflects American Airlines 2026 policies. OTA policies and fees vary by provider. Call +1 ◆ 855 ◆ 235 ◆ 0024 for AA-specific change processing.